

## Caring For You At Cross Road Medical Center

Cross Road Medical Center has been in existence for over 55 years. It was created by missionaries who were sent to the area from SEND International because the area didn't have a church. In 1987, the hospital became Cross Road Medical Center and in 2003, Cross Road separated from SEND. While they are now separate, they continue to have a collaborative working relationship.

Today Cross Road is a faith-based community health center. What does that mean? It means that through the services they provide, they recognize that complete health and healing includes not only mental, emotional, and physical health, but spiritual health as well. They are service oriented, serving the needs of all local residents.

Cross Road offers primary outpatient services, extended stay/inpatient services, and 24/7 urgent care/emergency services. Our communities are fortunate they are able to provide extended care services. Most health centers do not. In fact, they are one of only four Frontier Extended Stay Clinics in Alaska; one of five in the world. This means that Cross Road can keep patients in their community to provide much needed care. They have room for four people in extended care at one time. Providing this service keeps patients from having to be flown to a hospital in Anchorage or having to pay for extended stays and resources away from home. This makes such a difference in the financial and emotional well-being of patients and their family members.

In addition to primary outpatient, inpatient and urgent care, Cross Road offers many other services.

While Cross Road has provided radiology services in the past, they've done

it without radiologists available to read X-rays and make assessments. X-Ray photos used to be sent to Anchorage and it could take up to two weeks to get a response. Medical decisions had to be made without the best available information; not anymore. Cross Road is excited about the new Tele-radiology services they've been offering for a year now. Today, after an X-Ray has been taken, they can identify the picture as STAT, send through the computer, and it can be read by a radiologist and an assessment given within two minutes.

Through this type of Tele-Medicine, Cross Road physicians can connect with major hospitals that can provide specialty services, through the network, in an instant. This has dramatically improved the quality of care available to those in need. In addition, the system provides for tele-conferencing, allowing Cross Road staff to take advantage of state of the art training opportunities by connecting with major hospitals.

This was made possible through Cross Road's participation in the Alaska Rural Tele-Health Network. Even better, the equipment required to provide these services came at no cost to Cross Road. According to André Hines, Cross Road's Chief Executive Officer, "without the help from the network, we would have never been able to afford the costly equipment that allows us to do so much more for the patients we serve."

Cross Road provides most of their own laboratory services, which dramatically improves the time it takes to make a diagnosis. They also do drug screening tests. Cross Road even maintains an extended pharmacy. They can handle any prescription and have a wide variety of affordable over-the-counter medications



to help meet the needs of local residents. Individuals don't have to be a patient at Cross Road to use the pharmaceutical services.

Cross Road employs a full-time school health nurse who spends her time in the schools, rotating between 7 communities within the Copper Basin. Most of her work is focused on basic health education, teaching students to remember the importance of washing their hands and brushing their teeth among other things.

The school health nurse also participates in the local health fairs. This year, the Copper River Regional Health Network (CRRHN) is sponsoring a Copper River Regional Community Health Fair on August 1. The focus will be on health care, prevention, and safety. It will be a fun, community wide event and will begin at Cross Road Medical Center and extend for one mile along the Glenn Highway to the Chiropractic

Center. Cross Road encourages everyone to attend.

In addition, Cross Road provides assistance for those suffering from mental, alcohol, and substance abuse. They provide assistance in finding resources for those needing help. If people feel they have a problem or need help, they can come to Cross Road.

This year, Cross Road received a three-year grant from the Office of Rural Health that will allow them to provide mobile health services to the remote surrounding areas. Recently, for the first time, they sent a physician, a nurse, a counselor, and equipment, including an exam table, to McCarthy to provide residents with healthcare.

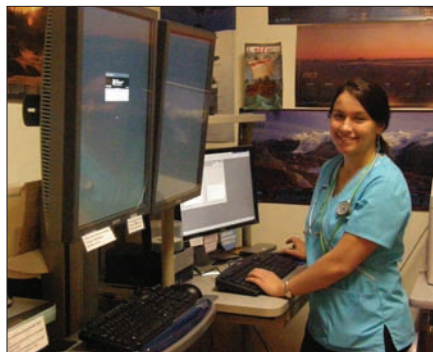
All of the medical equipment and participants were loaded into a bush plane and off they went to set up in the basement of a local church. This is an excellent opportunity for Cross Road to provide services to residents right in their own community. This service will fill an important need as individuals in rural areas often don't get the care they need to avoid the time and expense of traveling to a healthcare facility. Cross Road will now serve McCarthy and Kenny Lake monthly.

Cross Road also has a second clinic at Grizzly Lake near Slana. The North Country Clinic was created in 2002 and is run by a single Nurse Practitioner named DeDe (Trapper D) Duntze. De De is a missionary who has worked for Cross Road since 1987. She currently provides primary care and 24-hour on-call urgent care to the residents of this remote area, an hour or so away from the Cross Road main campus.

All of this is done with an average of 40 employees, including a physician, a physician's asst., and a nurse practitioner. They also refer out for specialist services that are needed.



**Left: CEO André Hines and Sharlene Donaldson, Lab Technician, outside the facility in Glennallen. Top: Kip Jacobson, Nurse Practitioner; Devanea Bush, RN; and André Hines, CEO ready to leave for McCarthy to provide mobile medical services to McCarthy residents. Bottom: Kayla Hoffman, Medical Assistant utilizing Telemedicine equipment to assist a patient.**



Cross Road services are primarily funded through billing for services; they bill and collect from third party insurance, Medicare, Medicaid, and self pay, which uses a sliding fee scale. The goal of Cross Road is to provide service to everyone. The sliding fee scale enables payments to be based on income, thus helping alleviate high costs for those without other means of medical coverage.

Cross Road also receives a Federal grant each year from the Bureau of Primary Health Care. The grant is \$600,000 annually, which is a big help to Cross Road's operations. They receive this grant as they are serving in what is considered to be a medically underserved area.

Leading the charge to continue to improve the quality of healthcare in the Copper Basin is André Hines. André is the Chief Executive Officer of Cross Road Medical Center, a position she's

held since coming from inner city Chicago three and a half years ago. André came to Glennallen with her dog, Schultz, who's now passed, because of her desire to be a part of increasing quality healthcare in underserved areas. André admits that she'd never heard of Glennallen, Alaska before and never dreamed she would be living there. André had been running community health centers for over 15 years, however, and she was looking for a challenge. That, and she believed that God was calling on her to serve.

Since André arrived in Glennallen she has been very active. She's served as Vice President of the Alaska Primary Care Association and Chair of the Advocacy and Legislative Committee. André is currently President of this association. André also serves on the Board of Directors for the Christian Community Health Fellowship, an international health care organization.

In addition, she just graduated from Central Michigan University with a Doctorate in Health Administration, a degree she's been working on for four years.

Through all of that, André has spent time developing a love and appreciation for the areas people, beauty, and, of course, fishing.

André is proud of the services Cross Road Medical Center is able to provide and says that she and the entire staff are committed to continuing to improve the quality of service for the residents of the Copper Basin. ■